



State of Wisconsin
Department of Health and Family Services

Tommy G. Thompson, Governor
Joe Leean, Secretary

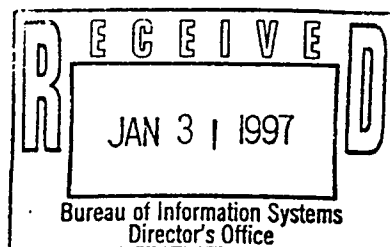
DMT

January 30, 1997

TO: Division Administrators
Office Directors

FROM: Joe Leean, Secretary

Subject: DHFS Human Service Delivery Process Framework



The Service Delivery and Case Management Project has completed its first deliverable: a standard set of terms and definitions which describe the processes of our human service delivery system. These standard process terms were developed by a representative group of program experts. They give us a common language to use as we redesign human service delivery in Wisconsin.

These terms are not an attempt to define all functions of the Department. They do not include, for example, personnel, budgeting, facility management, or program development functions. Instead, these terms concentrate on what the Department, counties, and providers do to deliver human services.

These terms are *not* a new design for service delivery. Instead, they are a conceptual framework to facilitate our multiple re-engineering efforts. We can use these terms as a common denominator to compare the different ways we are currently delivering services. Similarly, we can use them to describe the components of new delivery approaches. These terms are intended to describe *what* we do. Our redesign efforts are exploring alternatives in *who* does them and *how*. True reengineering may even question *whether* some processes are necessary. But our redesign work will be better coordinated if all our alternatives and projects use the same set of terms for the "*what*". We can also use these common process terms to coordinate computer application development across the department, including those intended to implement our reengineering work.

It is especially important that the Long Term Care, Behavioral Health Care, Service Delivery & Case Management, Regulation and Licensing projects, as well as the children and family services consolidation effort use these terms as a shared foundation. As an initial example, the Service Delivery and Case Management Project has defined the scope of its first phase as the Initial Contact process from the Framework.

To provide a common framework to our several service delivery redesign efforts, I am asking each to *use or reference* these Standard Human Service Delivery Process Terms in their work from now on. Where relevant, I expect the same in any computer application development for use by more than one person. Please contact Ted Ohlswager (608-266-5314) for any questions of interpretation or applicability.

cc: Dick Lorang
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